

680-228A

SYSTEM FOR OBTAINING FORWARDING INFORMATION FOR
ELECTRONIC SYSTEM USING SPEECH RECOGNITION

ABSTRACT OF THE DISCLOSURE

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A unified message platform system integrates voice recognition and dialing capabilities with directory systems, including automated telephone directory systems and private database directory systems, to enable a user

5 to access stored directory information related to an intended recipient of a message. The unified message platform system prompts the user to speak the name of the party intended as the recipient of a message, and the type of address information to be accessed, for example

10 fax number, e-mail address, home address, etc. The unified message platform system analyzes the input speech information, determines the appropriate database to be accessed, and accesses either local directory databases, or remote directory databases via a local area or wide

15 area packet switched network. For remote directory databases such as private corporate directory databases, the unified message platform system also interacts with the remote directory databases to ensure compliance with any security protocols of the remote directory databases.

20 The unified message platform, upon obtaining the requested information, either announces the information in an audible format, or uses the requested information, for example to place a call to the station corresponding to the requested information.